



State of North Dakota
Information Technology Department
Enterprise Service Levels

Our “Customer-Centric” Commitment

With the world literally at our fingertips and technology changing at the speed of light, our customers have become more information driven and computer-savvy. Today’s customer wants faster, more responsive, more accessible service. To meet their demands, information technology responsiveness must always progress; it is a bar that is constantly elevated.

As the bar is raised, North Dakota’s Information Technology Department (ITD) must respond to both the simplest requests and most complicated projects with resolve. ITD has elevated many IT service platforms and standards, and we are dedicated to our “customer-centric” approach to service.

Customer-centric means customers are the heart of our business; our goal is to build long-term relationships and IT solutions. Customer-centric means we go beyond handling calls effectively. It means we address all customer issues fully and resolve them completely.

We are empowering employees to better understand our customer’s business, take personal accountability for our customer’s issues, explain solutions in layperson’s terms, refer for more technical intervention as needed, and be innovative in addressing the unique business needs of each customer.

Purpose

This document outlines the general characteristics that are applicable to all of North Dakota’s enterprise IT services. It acts as a “Service Level Agreement” between the ND Information Technology Department and all customers that utilize enterprise IT services.

Service Level Agreements are designed to manage and improve upon the established levels of service between IT providers and customers. The process encourages both parties to realize that they have a joint responsibility for the service. Typically, this generates:

- An understanding of the customer’s business processes and drivers
- An acceptance of the benefits of early discussions regarding future changes to service
- Constructive discussions on better ways of meeting the customer’s needs

Standards and Guidelines

ITD will adhere to the [Standards and Guidelines](#)¹ developed under North Dakota’s [Enterprise Architecture](#)² (EA) process. The goal of EA is to create a common statewide architecture and to set the future direction of information technology in North Dakota government. EA is a cooperative and collaborative process involving ITD, the Office of Management and Budget, and various state agencies.

North Dakota Century Code ([Chapter 54-59](#))³ further describes ITD’s obligations under state law.

Data Integrity and Ownership

ITD will respect the confidentiality of customer data. Employees have undergone criminal background checks, have fingerprints registered with the FBI, and have annually signed an [Acknowledgment of Secrecy Provision](#)⁴ accepting criminal consequences for inappropriate disclosure of information.

All data in a customer's application belongs exclusively to that customer. If this agreement is terminated, customers may have the option to take their data with them. Costs for the migration of data will be negotiated on a case-by-case basis.

No entity may access the data without a written agreement signed by the authorized representative of the customer. ITD reserves the right to reference data as part of normal problem-solving methodologies.

Security

ITD will manage and administer access to hosted operating systems, networks, software, and data. ITD's hosted environment, including databases and applications, is protected by a firewall and monitored with intrusion detection technologies.

Due to shared infrastructure and change management concerns, customers will not typically be granted administrative access to systems. Upon request, ITD will provide customers with access to all locations, facilities, sites, and assets needed to conduct audits, investigations, and compliance review. To aid in troubleshooting and to provide proof of access permissions, ITD will comply with the [Enterprise Architecture Auditing Standard](#)⁵.

Under the direction of the ND Legislature, the ND State Auditor's Office contracts biennially with an outside consultant to conduct vulnerability testing of the state's IT infrastructure. This process provides an independent assessment of ITD security practices. ITD also uses the results from this audit process to strengthen the security posture for state computing resources and data.

In order to communicate any security vulnerabilities or incidents to the necessary individuals, ITD and its customer shall comply with the [Enterprise Architecture Incident Response Standard](#)⁶. In addition, one or two individuals from each entity should [subscribe on-line to the Security Officer's Listserv](#)⁷. (Alternately, anyone without an NDGOV login-ID may send an enrollment request along with their name, agency name, phone number and e-mail address to itdsecur@nd.gov.) Following enrollment and account verification, ITD will inform members of any security vulnerabilities or threats it is aware of within its environment or within the IT community in general. Members may also distribute information to other subscribers by sending to easecurityofficer@nd.gov.

Incident Management and Request Fulfillment

ITD's Service Desk is the "*Single Point of Contact*" for all incidents, problems, questions, requests, and feedback. The Service Desk can be reached 24/7 online at www.nd.gov/support and via telephone at **(701) 328-4470** or **(877) 328-4470**.

A *live* analyst will typically answer calls around-the-clock on weekdays, including Good Friday, Christmas Eve, and any state holiday that falls within a legislative session. On weekends (between Saturday at 8:00am and Monday at 7:00am Central) and on all other weekday holidays, customers may leave a voice-message for an on-call analyst. A response can be expected within 15 minutes.

Incidents

ITD supports the infrastructure required to deliver services. ITD will also assist customers and vendors with troubleshooting. However, customers ultimately retain responsibility for supporting end-users and desktop computing resources.

If support is required outside of normal business hours, customers shall provide ITD's Service Desk with a list of personal phone numbers for contacting key business and technical resources within their organization.

Customers may either [Submit an Incident Online](#)⁸ or call ITD's Service Desk. All incidents reported to the Service Desk will be assessed a priority based upon the following matrix. ITD will work with customers to identify the impact that an incident has on their core business and the urgency desired for its resolution.

		IMPACT		
		HIGH	MEDIUM	LOW
		Cannot conduct core business	Restricts ability to conduct business	Does not significantly impede business
URGENCY	HIGH Requires immediate attention	1	2	3
	MEDIUM Requires resolution in near future	2	3	4
	LOW Does not require significant urgency	3	4	5

Impact reflects the likely effect the incident will have upon core business services.

Urgency is an assessment of the speed with which an incident needs resolution.

Together, **Impact** and **Urgency** are blended to assign the **Priority** of an incident. A priority of 1-5 is typically assigned. Two exceptions apply:

1. **Major Incidents** occur when there is a life-threatening event, when multiple agencies cannot conduct core business, and/or when serious political ramifications are likely.
2. **Quick Fixes** are incidents that can be resolved immediately by ITD's Service Desk. Impact and Urgency are not considered.

The priority of an incident will be used to drive ITD's resource commitment to customers. The estimated resolution times for Incident Management are listed below:

Type	Effort until Resolved/Contained	Estimated Resolution Within
Quick Fix	First Call Resolution, 24/7	15 minutes
Major Incident / Priority 1	Requires immediate attention, 24/7	2 hours
Priority 2	Requires immediate attention, 24/7	4 hours
Priority 3	Business hours	9 hours (1 day)
Priority 4	Business hours	27 hours (3 days)
Priority 5	Business hours	45 hours (1 week)

("Business Hours" are 8am-5pm Central, Monday through Friday; excluding state holidays.)

Service Requests

Customers shall submit all service requests via ITD's [Work Management System](#)⁹ (WMS). WMS training and guidance is available upon request. Customers shall provide ITD's Service Desk with a list of people that are authorized to submit service requests on their behalf.

All service requests are assigned an estimated completion date. By default, the estimated completion date is based upon either the required completion date specified by the customer or the Standard Interval defined for the service request type – whichever is greater. If a service request type is too broad for Standard Intervals to be applicable, the required completion date specified by the customer becomes the default estimated completion date. In all cases, ITD may negotiate an estimated completion date with customers in order to accommodate for anomalies in resources or complexity.

The Standard Intervals for Request Fulfillment are listed below:

Service Request Type	Standard Interval	Responsible Section
Generic	N/A	All
General Server	N/A	Distributed Systems
WebSphere Deployment	N/A	Distributed Systems
EDMS	N/A	EDMS
Software Dev/GIS/Proj Mgmt	N/A	Software Development
Batch Generation Data Group	Same Business Day	Computer Operations
Batch JCL Maintenance	Same Business Day	Computer Operations
Batch On-Demand Report Transfer	Same Business Day	Computer Operations
Batch Rerun/Restart	Same Business Day	Computer Operations
Batch Special Run	Same Business Day	Computer Operations
Database Change	Same Business Day	Database
File/Print Server	Same Business Day	Distributed Systems
Email/IM/Fax/Quota	1 Business Day	Distributed Systems
AS400 User ID	1 Business Day	Security
Dataset Authorization	1 Business Day	Security
Dial-Up Access	1 Business Day	Security
Disaster Recovery	1 Business Day	Security
FTP Access	1 Business Day	Security
Firewall Access	1 Business Day	Security
LDAP Access	1 Business Day	Security
Mainframe User ID	1 Business Day	Security
Oracle User ID	1 Business Day	Security
Reverse Proxy	1 Business Day	Security
Virtual Private Network (VPN)	1 Business Day	Security
Windows Domain User ID	1 Business Day	Security
Mainframe/AS400 Terminal Printer	1 Business Day	Service Desk
Web Changes	1 Business Day	Software Development

ConnectND User ID	3 Business Days	Security
Storage	5 Business Days	Storage
Network (IP provisioning)	1 Business Days	Service Desk
Network (Disconnect)	1 Business Day	Telecommunications
Network (Port provisioning)	3 Business Days	Telecommunications
Network (New wall jack installation)	7 Business Days	Telecommunications
Network (WAN connection)	4 Weeks	Telecommunications
Network (Other)	N/A	Telecommunications
Voice (Disconnect)	2 Business Days	Telecommunications
Voice (Moves, Adds, & Changes)	5 Business Days	Telecommunications
Voice (New wall jack or Smartphone)	7 Business Days	Telecommunications
Voice (Menu or ACD Changes)	2 Weeks	Telecommunications
Voice (Other)	3 Business Days	Telecommunications

("Business Hours" are 8am-5pm Central, Monday through Friday; excluding state holidays.)

Customer Satisfaction

One of ITD's "Guiding Principles" is SERVICE; **we hold ourselves accountable for a positive customer experience**. In order to assess effectiveness and to identify opportunities for improvement, customers are invited to provide feedback.

Customers are told about ITD's survey process throughout the lifecycle of an incident or service request. They are encouraged to "let us know how we are doing," and they are told that without their feedback, we will assume they are "Very Satisfied" with the service and support they receive.

Upon resolution of an incident or completion of a service request, customers will be emailed a link to an online survey. The questions can be answered within seconds, and they provide customers with the opportunity to comment on:

- Courtesy and Professionalism
- Skills and Knowledge
- Quality of Work
- Timeliness of Work
- Overall Experience

Service Level Objectives

Service Desk:

- 80% of customer calls will be answered within 20 seconds
- Less than 10% of customer calls will be abandon after 20+ seconds of waiting

Incidents:

- 95% of incidents will be logged, assigned, and acknowledged/owned by a subject-matter-expert within 15 minutes of being reported
- 90% of incidents will be resolved and/or contained by their estimated resolution time
- 99.5% of incidents will be resolved with a customer rating of "Satisfied," "Very Satisfied," or "Assumed Very Satisfied" for their overall experience

Service Requests:

- 90% of service requests will be completed by their estimated completion date
- 99.5% of service requests will be completed with a rating of “Satisfied,” “Very Satisfied,” or “Assumed Very Satisfied” for their overall experience

ITD is committed to managing customer expectations. If an estimated date cannot be met, ITD’s staff will work with the customer to report status and to reassess their expectation for completion.

Change Management

ITD strives to achieve maximum uptime during normal business hours. All changes will follow ITD’s internal change management process, which is available for review upon request.

Scheduled Maintenance

- Unless otherwise pre-approved by customers, scheduled maintenance that causes an interruption in service will be performed during predefined Change Windows:
 - Network service: Potentially every Saturday from 4:00 a.m. to 8:00 a.m. Central. Higher Education maintenance may also occur on Tuesdays from 4:00 a.m. to 6:00 a.m. Central.
 - All other services: Potentially the second and/or third Sundays of each month from 6:00 a.m. to 3:00 p.m. Central.
- Maintenance to test environments will be performed as necessary during normal business hours.
- ITD will notify customers of schedule maintenance at least 48-hours in advance.
- ITD will publish an online [Schedule of Changes](#)¹⁰. Customers may also receive Scheduled Outage and Change Notifications via email by completing an [Online Email Subscription Request](#)¹¹.
- Exceptions to the normal maintenance schedule may be granted when special business requirements exist. Customer should make ITD aware of any unique circumstances.
- Freeze Windows identify time frames when non-emergency change activity is scrutinized and/or postponed. Typically, these windows are influenced by peak business activity, public safety concerns, and/or regulatory demands. *Some examples* of Freeze Windows include:
 - Odd-numbered years from January-April; to accommodate the ND Legislative Session
 - Periods when winter storms are imminent; to accommodate Emergency Management, Highway Patrol, and the Dept. of Transportation
 - The week after the first Monday of November in even-numbered years; to accommodate the Secretary of State’s compilation of election results
 - April 1, opening weekend of upland game hunting and the final day for submitting deer gun-hunting applications; to accommodate the Game & Fish Dept.’s online licensing system
 - The first two weeks in April, to accommodate individual income tax return processing by the ND Tax. Dept.

Emergency Maintenance

- To address critical situations, ITD may be required to perform maintenance that disrupts service outside of predefined Change Windows and/or with less than 48-hours notice.
- On occasion, system availability may be interrupted due to conditions outside the direct control of ITD.
- During times of unscheduled maintenance, ITD’s Service Desk strives to keep customers informed of status updates and estimated completion times. Customers may receive Broadcast Notifications via email by completing an [Online Email Subscription Request](#)¹².

After changes occur, ITD's operational processes and monitoring tools will detect the majority of related incidents. However, customers are strongly encouraged to test critical systems prior to normal business hours.

Rate Structures

ITD is primarily funded with Special Funds: Customers pay ITD for technology services with money allocated in their budgets by the legislature. ITD generates monthly billings at the beginning of each month for services provided from the previous month. The services are divided onto three separate billings: [Data Processing](#)¹³, [Telecommunications](#)¹⁴, and [Micrographics](#)¹⁵.

Additional information regarding billing, rates, and budget guidelines is available at www.nd.gov/itd/billing.

Performance Review

SLA performance will be reviewed as needed; at the discretion of ITD and/or its customers. If it is determined that the conditions of the SLA are not being met, the following will occur:

- Non-compliance issues will be documented.
- ITD and its customers will openly and constructively discuss the issues.
- Alternatives will be developed, documented, and evaluated.
- All parties will work towards a consensus in selecting the best solution.
- Corrective action will be taken, and progress will be monitored.

ITD conducts an annual customer survey in July to assess the previous fiscal year. IT coordinators, business professionals, and agency directors are strongly encouraged to participate. The results are used to:

- Monitor the objectives outlined within ITD's Strategic Plan.
- Report customer satisfaction indexes to stakeholders.
- Measure the efficiency and effectiveness of services.
- Drive lasting improvements.

ITD's vision is to be the trusted business partner and preferred IT provider for strategic services. Every effort will be made to accommodate customer concerns. However, if performance problems persist and acceptable solutions are not forthcoming, customers reserve the right to file a formal complaint.

Escalation and Formal Complaints

North Dakota Century Code requires ITD to document information related to service support and delivery, including agency complaints regarding dependability, responsiveness, and cost.

Customers are encouraged to utilize ITD's Service Desk as their primary channel for escalating concerns with service support and delivery. However, any of the following individuals may be contacted directly if traditional means of escalation fail to meet expectations:

<u>Point of Contact</u>	<u>Title</u>	<u>Telephone Number</u>
Service Desk	N/A	(701) 328-4470
Terese M. Birnbaum	ITD Service Desk Manager	(701) 328-4471
Gary J. Vetter	ITD Enterprise Services Director	(701) 328-4316
Mike J. Ressler	Deputy ND CIO / ITD Director	(701) 328-1001
Lisa Feldner	ND CIO	(701) 328-3190

When all other means of communication have been exhausted and expectations remain unfulfilled, customers may elect to register a [Formal Complaint](#)¹⁶ online. ITD is required to report upon this information to the Legislative Information Technology Committee and the OMB Budget Section as requested.

Modifications and Consent

This agreement will evolve over time as business requirements and technical capabilities evolve. **Ongoing dialog is strongly encouraged.**

Changes to this agreement may be proposed by either party at any time. Any changes proposed may require renegotiations and must be approved by both parties.

At a minimum, a review of this document should be conducted annually. This document remains in effect until it is replaced with an updated version.

On March 9, 2011, Information Technology Department and the Enterprise Architecture Review Board agreed to the terms of this document.

Modifications Pending Mutual Approval

Date	SLA Modification
2010-06-04	In Modifications and Consent section, update the agreement date to May 25, 2010
2010-06-04	Added Modifications Pending Mutual Approval section
2010-06-04	In the Performance Review section, "SLA performance will be reviewed regularly" was changed to "SLA performance will be reviewed as needed; at the discretion of ITD and/or its customers."
2010-06-25	Updated ITD logo and added "State of North Dakota" / "Information Technology Department" to header
2011-01-07	Redirected hyperlinks and endnotes to content on ITD's new website
2011-04-06	In Modifications and Consent section, update the agreement date to March 9, 2011
2011-04-06	In Data Integrity and Ownership section, added link to Acknowledgment of Secrecy Provision

Endnotes

¹ <http://www.nd.gov/itd/standards>

² <http://www.nd.gov/ea/> <http://www.nd.gov/itd/services/enterprise-architecture>

³ <http://www.legis.nd.gov/cencode/t54c59.pdf>

⁴ <http://www.nd.gov/itd/files/sla/acknowledgment-of-secrecy-provision.pdf>

⁵ <http://www.nd.gov/itd/standards/security/auditing>

⁶ <http://www.nd.gov/itd/standards/security/incident-preventionresponsenotification>

⁷ <https://secure.intranetapps.nd.gov/itd/secls/ea/login.htm>

- 8 <https://www.nd.gov/itd/onlineincident/createincident.aspx>
- 9 <https://secure.apps.nd.gov/itd/workorder/login.htm>
- 10 <http://web.apps.state.nd.us/itd/online services/scheddowntime/downtimeReport.htm>
- 11 <http://web.apps.state.nd.us/itd/listserv/maint.htm?reqid=ITD-BROADCAST&request=AgencyListServEnterEmail>
- 12 <http://web.apps.state.nd.us/itd/listserv/maint.htm?reqid=ITD-BROADCAST&request=AgencyListServEnterEmail>
- 13 <http://www.nd.gov/itd/billing/data-processing-rates>
- 14 <http://www.nd.gov/itd/billing/telecommunications-rates>
- 15 <http://www.nd.gov/itd/billing/micrographics-rates>
- 16 <http://www.nd.gov/support/complaints/complaints.aspx>